

### **Exhibit B-3 ORCA Regional Program Administration Agency- Duties And Responsibilities**

The ORCA Regional Program Administrative Agency shall have responsibility for administering a regionally coordinated fare collection program and ensuring that materials and information regarding the ORCA Program are consistent and complete. These functions shall be performed by an ORCA Regional Program Administration Group that will be managed by an ORCA Regional Program Administrator.

The ORCA Regional Program Administrator shall report to the Joint Board, develop staffing and operating plans as the Joint Board may require, and provide data and information to the Joint Board as the Joint Board in its discretion may determine. The ORCA Regional Program Administrator or designee shall serve on such Agency committees and Agency-Contractor teams, boards or committees as may be assigned by the Joint Board. The ORCA Regional Program Administrator shall take only those actions or make only those decisions that are assigned either by this Agreement or the Joint Board.

Functions of the ORCA Regional Program Administration Agency are described below.

- 1) Program Administration: Provide logistical and record keeping support for the Joint Board and the ORCA Program, develop, recommend and maintain a regional program budget, manage regional billing and payment processing, provide ongoing reporting to the Joint Board and Agencies and administer this Agreement.
- 2) Policy Development: Coordinate Agency efforts to develop regional policies and procedures for fare collection and related activities, including development and maintaining a record of ORCA business rules and regional policy/procedure development through committees established by the Joint Board.
- 3) Public Information: Develop, through regionally coordinated working groups and approval processes, marketing and customer-related public information related to ORCA and the regional fare program. Develop website and printed content for public use and distribution, including program terms and conditions, product/program information, and Knowledge base administration. Develop regionally coordinated public disclosure processes. Establish data retention, privacy and records archival policies and processes. Coordinate regional response, as needed, to public requests for information.
- 4) Agency System Security: Coordinate Agencies' responsibilities defined in Exhibit H of this Agreement, the System Security Plan (CDRL 31) developed under the RFC Contract, and as may be assigned by the Joint Board.
- 5) Coordination of Committees and Advisory Groups: Convenes and receives recommendations from various committees or advisory groups composed of Agency representatives and established by the Joint Board for various purposes, including but not limited to:

- (a) Managing the Agencies' security functions, planning and coordinating security audits, reviewing security incidents, and preparing the Agencies' position on issues arising in the security incident review process.
  - (b) Developing and recommending changes to fare policies, revenue allocation processes, billing and invoicing processes, and other functions involving distribution or movement of funds among the Agencies, including approval of manual adjustments of funds allocation.
- 6) Coordination with ORCA Operations Manager and Other Regional Service Providers: The ORCA Regional Program Administrator shall regularly communicate with and coordinate his/her activities with the ORCA Operations Manager and, as necessary, with the other Regional Service Providers.